



**Guide de L'utilisateur**  
LIRE ET CONSERVER CES INSTRUCTIONS IMPORTANTES

**Owner's Guide**  
READ AND KEEP THESE IMPORTANT INSTRUCTIONS

**Guia del propietario**  
LEA Y TENGA EN CUENTA ESTAS INSTRUCCIONES IMPORTANTES



*TouchStone™* **500**  
Vortex Heat®

# IMPORTANT INSTRUCTIONS

## Vornado® TouchStone™ Vortex Heat® 500

**Read all instructions before using this heater.**

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

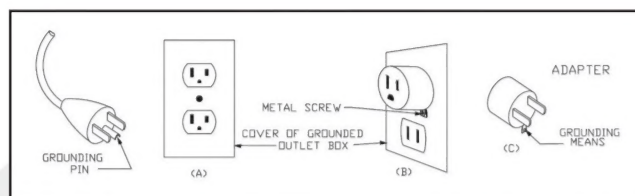
- ▶ Do not operate the heater on an elevated surface; such as a shelf or desktop, use only while placed on the floor.
- ▶ Keep combustible materials such as furniture, pillows, bedding, papers, clothes, and curtains away from the front, sides, and rear of the heater.
- ▶ **EXTREME CAUTION IS NECESSARY WHEN ANY HEATER IS USED BY OR NEAR CHILDREN OR INVALIDS AND WHENEVER THE HEATER IS LEFT OPERATING UNATTENDED.**
- ▶ Always unplug heater when not in use. To disconnect heater, turn unit off by pressing the power button, then remove plug from outlet.
- ▶ Do not operate any heater with a damaged cord or plug or after the heater malfunctions, has been dropped or damaged in any manner. Return heater to Vornado for examination, electrical or mechanical adjustment or repair.
- ▶ **FOR RESIDENTIAL USE, INDOOR ONLY. NOT FOR USE IN ANIMAL PENS OR OUTDOOR BUILDINGS.**
- ▶ Do not run cord under carpeting. Do not cover cord with throw rugs, runners or the like. Arrange cord away from traffic area and where it will not be tripped over.
- ▶ Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electrical shock or fire or damage the heater.
- ▶ To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft or uneven surfaces, like a bed, couch, etc., where openings may become blocked.
- ▶ Operate this heater only in its upright position.
- ▶ A heater has hot and arcing or sparking parts inside. Do not use the heater in areas where gasoline, paint or flammable liquids are used or stored.
- ▶ Use this heater only as described in this owner's guide. Any other use not recommended by Vornado may cause fire, electrical shock or injury to persons.
- ▶ This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate heater where it may fall into a bathtub or other water container.
- ▶ Do not use heater to dry human or animal hair/fur or articles of clothing.
- ▶ This heater is equipped with a thermal safety shut-off system, designed to turn off the heater when an internal overheating condition is detected (see **Resetting the Unit** section to determine how to reset heater).
- ▶ Do not operate this product with any electronic speed-control device on the same circuit.

**SAVE THESE INSTRUCTIONS**



## IMPORTANT INSTRUCTIONS cont'd

- ▶ This product is equipped with a 3-prong, grounding pin as a safety feature. To reduce the risk of electric shock, this plug is intended to connect to properly grounded outlets only. This plug will fit into a grounded outlet only one way. Do not alter the plug. Do not attempt to defeat this safety purpose of the grounding plug.
- ▶ Avoid the use of an extension cord because it may overheat and cause a risk of fire. If you have to use an extension cord, it must be 14AWG minimum size and rated not less than 15Amps or 1875 watts at 125VAC and grounded. The extension cord shall be a 3 wire cord with a grounding type cord and plug connector.
- ▶ This product must be grounded. If the product malfunctions, grounding provides a path of least resistance for the electrical current to reduce the risk of electrical shock. The 3-prong plug must be inserted into a grounded outlet that has been properly installed in accordance with all electrical codes and ordinances. If you are in doubt as to whether or not an outlet is properly grounded, contact a qualified electrician.
- ▶ This heater is for use on 120 volts. The cord has a plug as shown at A in the illustration below. An adapter as shown at C is available for connecting three-blade grounding-type plugs to two-slot receptacles. The green grounding lug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box shown at B. The adapter should not be used if a three-slot grounded receptacle is available.

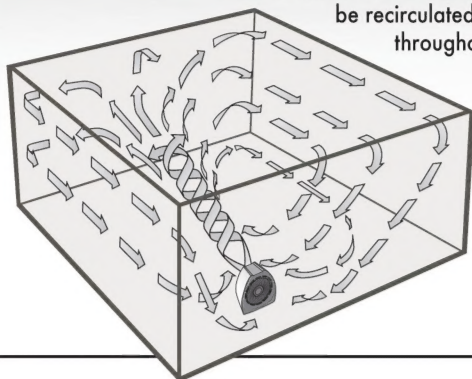


**SAVE THESE INSTRUCTIONS**

## About your new Vornado® TouchStone™ Vortex Heat® 500 (TVH 500)

The TVH 500 features Vornado's renowned Vortex Action. Your TVH 500 provides safe, gentle, whole-room "blanket warmth" unlike ordinary space or "cube" heaters that simply generate localized heat.

Vornado comes from a combination of the words **VOR**tex and tor**NADO**. Your TVH 500, like all Vornado products, produces a vortex or tornado-like "beam" of air that projects across the room and forces air to return around the perimeter of the room to be recirculated. The result is the efficient circulation of heat throughout the entire room.



Your TVH 500 incorporates a full complement of integrated safety features, including a cool-to-the-touch case and gentle heat exit air temperature. The advanced design of this heater provides for complete and thorough circulation of heat throughout the entire room. To function most effectively, choose an unobstructed path for the vortex airstream to travel across the room.

## Safety Features

The TVH 500 incorporates multiple safety devices and systems. These features include:

### **Metal Construction**

Forged from steel to be fire resistant yet cool to the touch.

### **Cool-Touch Case**

The enclosure has been designed and engineered to resist heat build up. This is done by a double wall heat insulation barrier, designed to keep the case cool to the touch.

### **120°F Exit Air Temperature**

The exit air temperature is approximately 120°F; warm enough to heat an entire room. 120°F is the temperature of the exit air in most central forced air heating systems.

### **Built-In Indicator Light**

The unit has a built-in indicator light that provides a visible reminder that the unit is on.

### **Non-glowing, Thermostatically Controlled Heating Element**

Even on HIGH, the heat element does not glow. Non-glowing heating elements are safer, longer lasting and include an extra rugged design.

### **Tip-Over Switch**

If the TVH 500 accidentally tips towards the front or back, it will automatically shut off power to the heating element.

### **Safety Shut-off System**

The TVH 500 has a multi-level safety shut-off system designed to prevent overheating. Overheating may occur when the inlet or outlet is blocked, a foreign object prevents the blade from turning, or the appliance tips over. If this happens, the safety shut-off system will cut power to the heat element and you will need to manually reset the unit.





## Resetting the Unit

1. Unplug the unit.
2. Remove any obstructions.
3. Wait 5-10 minutes.
4. Plug in heater and press POWER button. The TVH 500 heater should now function normally.

If the safety shut-off system repeatedly shuts off your heater, or if it will not reset after following the above procedure, DO NOT ATTEMPT TO DISASSEMBLE THE UNIT. Call Vornado's Consumer Services Department, toll free at 1-800-234-0604.

## Maintenance

The TVH 500 has no user serviceable parts. Do not disassemble the unit – it will void your warranty. If service is required, return your heater to Vornado. (See Warranty section)



- ▶ The motor is permanently lubricated and requires no oiling.
- ▶ Because the TVH 500 moves a great deal of air, it will need regular cleaning. Be sure to unplug the unit prior to cleaning. With a vacuum, clean the air inlet on the back of the unit and the outlet grill vanes on the front of the unit.



- ▶ During the off-season or extended periods of non-use, store your heater. Unplug the unit, bundle the cord. Save the plastic bag that the heater was shipped in so that you can cover the unit and minimize settling dust.

## Operating Tips



- ▶ To properly carry the heater, place one hand on the back opening and use your other hand to hold from the front (see picture).
- ▶ In smaller areas, you might prefer to set the unit in LOW mode, a vortex beam of air will gently keep the air circulating in the room for even, uniform heating.
- ▶ In larger spaces, you might prefer to set the unit in HIGH mode, a vortex beam of air will gently keep the air circulating in the room for even, uniform heating.
- ▶ To use the TVH 500 as a personal fan, set the mode to FAN position.
- ▶ The TVH 500, like any other 1500-watt electric heater, draws up to 12.5 Amps of electric current. If using your TVH 500 on HIGH setting causes your home circuit breaker or fuse to trip, we offer the following suggestions:
  1. Try turning off other electrical appliances that run on the same electrical circuit as your TVH 500.
  2. Run your heater in LOW mode.
  3. Have your electrician add an additional circuit to your home electrical system.

**ALWAYS USE COMMON SENSE WHEN USING THIS AND/OR ANY ELECTRICAL APPLIANCE**

## How to Use

Position the TVH 500 so the vortex beam of warm air is directed across the room unobstructed. Position it in a location that is representative of the room temperature. Avoid areas of temperature extremes such as cold drafts and heat registers.

Please refer to **Important Instructions** at the beginning of this owner's guide.

### Operation

1. Plug into a standard grounded wall outlet.
2. Press the POWER button.
3. Select the mode you wish to use (Low, High or Fan Only.)
4. Set thermostat to desired temperature using the up and down arrows.



### Controls

#### ► POWER BUTTON

Front light illuminates when power is on.

#### ► HEAT MODE

1500 watts on HIGH and 750 watts on LOW.

#### ► FAN MODE

The fan will run continuously with no heat.

#### ► TEMPERATURE

Allows you to select desired comfort level.

Use the UP arrow to raise the set temperature.

Use the DOWN arrow to lower the set temperature.

#### ► TIMER

The timer can be set in hour intervals up to 9 hours. Press the TIMER button to go into timer mode.

In timer mode, use the UP arrow to add hours.

In timer mode, use the DOWN arrow to remove hours.

#### ► REMOTE

The remote control functions the same as the unit controls. The remote requires 2 AAA batteries. To replace the batteries remove the cover located on the bottom side of the remote.

#### ► SOUND

When a setting is changed you will hear a "beep" from the unit.

#### ► LCD DISPLAY

Display window is illuminated when power is on.

**Vornado Air Circulation Systems, Inc.**  
**2-Year Limited Warranty**

Vornado Air Circulation Systems, Inc. warrants to the original consumer or purchaser that the Vornado® TouchStone™ Vortex Heat® 500 is free from any defects in material or workmanship for the length of term as described above. If any such defect is discovered within the warranty period, Vornado Air Circulation Systems, Inc., at its discretion, will repair or replace the unit.

This limited warranty covers parts failure or manufacturing flaw. It does not apply to defects resulting from abuse of the unit, modification, alteration, repair or service by anyone other than Vornado Air Circulation Systems, Inc., mishandling, improper maintenance, commercial use of the unit, damages which occur in shipment or are attributable to acts of God.

**THIS WARRANTY IS THE ONLY ONE WE GIVE ON YOUR VORNADO® TOUCHSTONE™ VORTEX HEAT® 500. IT SETS FORTH ALL OUR RESPONSIBILITIES REGARDING YOUR VORNADO® TOUCHSTONE™ VORTEX HEAT® 500. THERE ARE NO EXPRESS WARRANTIES EXCEPT AS LISTED ABOVE. VORNADO AIR CIRCULATION SYSTEMS, INC. SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THE PRODUCT, OR ARISING OUT OF ANY BREACH OF THE WARRANTY. ANY IMPLIED WARRANTIES INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THE EXPRESS WARRANTY.**

Some states do not allow the exclusion or limitation of incidental or consequential damages, or a limitation on how long the implied warranties last; so the above exclusions or limitations may not apply to you. This warranty gives you specific legal rights and you may have other rights, which vary from state to state.

**HOW TO OBTAIN RETURN AUTHORIZATION**

For warranty or repair service, email [consumerservice@vornado.com](mailto:consumerservice@vornado.com) or call 1-800-234-0604 to obtain a Return Authorization (RA) form. Please have or include your TVH 500 model number and serial number, as well as your name, address, city, state, ZIP code and phone number when contacting Vornado for warranty service. After receiving the RA form in the mail, ship your TVH 500 postage-paid with a copy of the original dated receipt of purchase along with a check or money order for \$15 (to cover return shipping and handling) to Vornado. To assure proper handling, packages must be clearly marked with the RA number. Packages not clearly marked with the RA number may be refused at the receiving dock.

For your records: Staple or attach your original sales receipt to this Owner's Guide. Please also write your TouchStone™ Vortex Heat® 500 serial and model numbers below.

Serial No. \_\_\_\_\_

Model No. \_\_\_\_\_

(Located on product specs decal)

Please allow 3-5 weeks for repair and return of your Vornado TVH 500.

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Specifications subject to change without notice.

Patents Pending

Designed and Engineered in the USA, Manufactured in China.

Product registration available online at [www.vornado.com](http://www.vornado.com)

Vornado Consumer Services

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